Mid-Western Region HOPE VI CSS Sustainability Conference St. Louis Housing Authority May 28-29, 2008

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What this Presentation will Cover:

- Advantages of Service Coordination to Residents & Managers
- Service Coordination Cost Benefit & other outcomes
- Public Policy efforts
- Future Trends



Elderly & Special Need Populations

- Present 35 million elderly doubles by 2030
 - 75 million baby boomers
 - 8,000 people turn age 60 each day
 - increases to 20% of U.S. population
- 85+ will quadruple
- 50% of those in federally assisted housing need assistance with daily activities
- 754,000 Homeless
- 4.5 million grandparents caring for grandchildren
- Relationship of suitable housing with aging and longterm care strategies

Need for Suitable and Affordable Housing

- HUD worst case housing needs
 - 50%+ of income for housing; substandard
 - 1.5 million of 4.5 million worse case are elderly
- AARP study of Section 202 Elderly Housing
 - 10 elderly for each available unit annually
 - multi-year waiting list (aging in place)
- Public Housing
 - over 1/3 of residents elderly
 - aging residents, aging buildings
- Seniors Commission "silent crisis"
 - need 730,000 affordable units by 2020

Aging in Place

- Average age of assisted housing elderly residents is over 80 years; many over 100 years old
- 90% of residents are older women living alone (10.5 mil of total elderly; 1/3 of elderly population)
- Over 1/3 of elderly have at least one severe disability -Estimate 20-30% of senior housing residents need supportive services to remain in their home

What is Service Coordination?

- Service Coordination connects frail elderly and/or disabled residents and low-income families in crisis with available community support services.
- Service Coordinators are often referred to as the "linchpin" that provides a vital link between the resident, the community and its resources.
- Support services can empower residents to remain living independently within their community for as long as possible.

A Service Coordinator is:

- A Vital Part of the Management Team
- A Link for Service Development and Coordination
- An Advocate for Residents
- A Community Builder
- A Community Networker
- An Informal Counselor
- A Motivator



Benefits to Residents & Managers



Benefits to Owner/Managers:

- Improves marketability and visibility of the property in the local community
- Protects the owners' investment
- Reduces resident calls, interruptions, complaints and minor repair requests
- Reduces crisis management as resident needs are identified and addressed before they reach crisis proportions
- Increases knowledge of services provided in the area

Benefits to Residents:

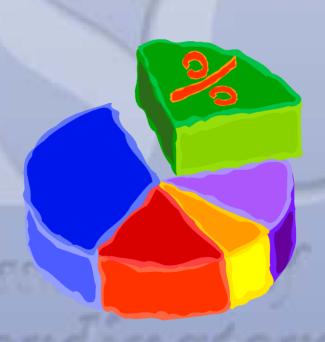
- Keeps residents living independently
- Decreases premature institutionalization
- Enhances self-esteem and self-sufficiency
- Increases safety
- Promotes a sense of fellowship and greater sense of community.
- Increases the ability to meet basic needs and financial obligations
- Increases respect for resident's choice

SC impact on Aging In Place: Data Collection & Outcomes



Outcome Measurement

- Managing Agingin-Place
- Increased Cost
 Savings
- Decreased Liability
- Decreased property damage



Cost/Benefits

- Resident Retention
- Decrease Property Damage
- Decreased turn-over
- Decreased evictions
- Cost per day of HUD housing v. Cost per day LTC
- Reduced Transfers to higher levels of care
- Savings to residents



How do you measure outcomes?

- Resident Satisfaction Surveys
- File Reviews
- Turnover rates
- \$ expenses for insurance claims/evictions
- Number of 911 calls prevented/avoided
- Number of maintenance calls
- Focus groups

AASC Online Outcome Measures

Number and Type of Services

Compared to:

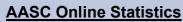
Length of Stay Measures



- Turnover
- Evictions
- Aging in Place

Incidents Measures

- Accidents
- ·Falls
- •911 Calls
- Paramedic Visits
- Hospital Visits



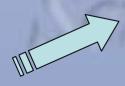
Total # of Residents Served: 63,279

Total # of Assessments: 103,600

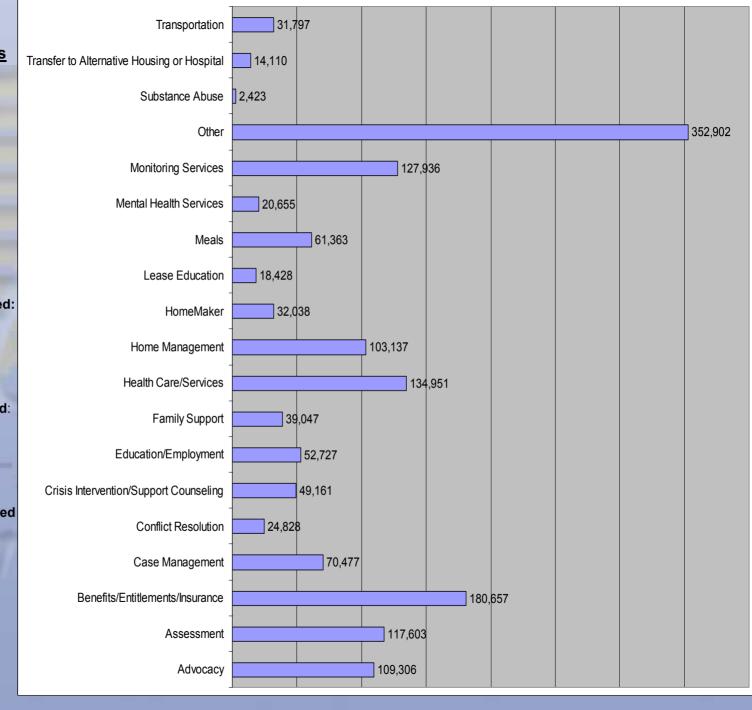
Total # of Programs Delivered: 22,355

Total # of Services Delivered: 1,543,546

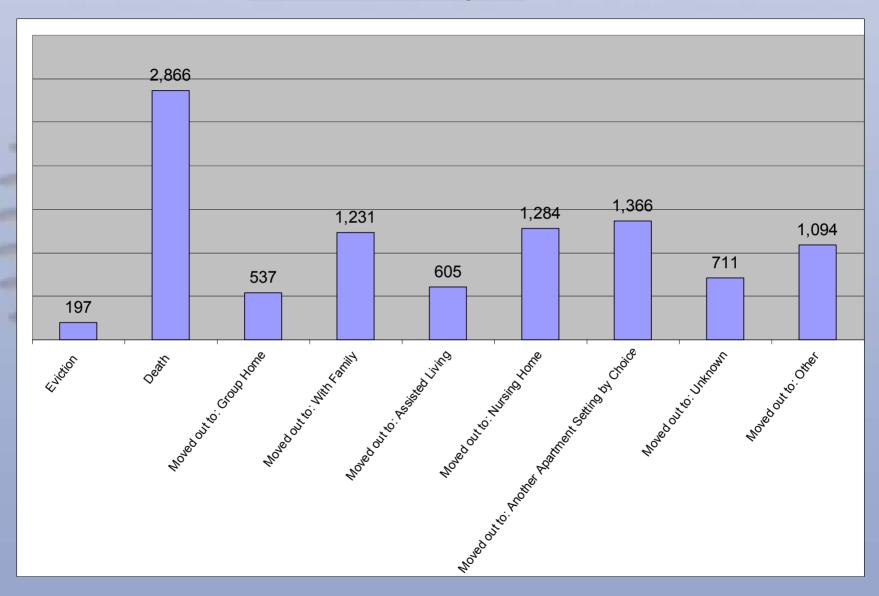
Breakdown of Services Delivered



Data as of February 1, 2007



Reasons for Moving Out



Sample

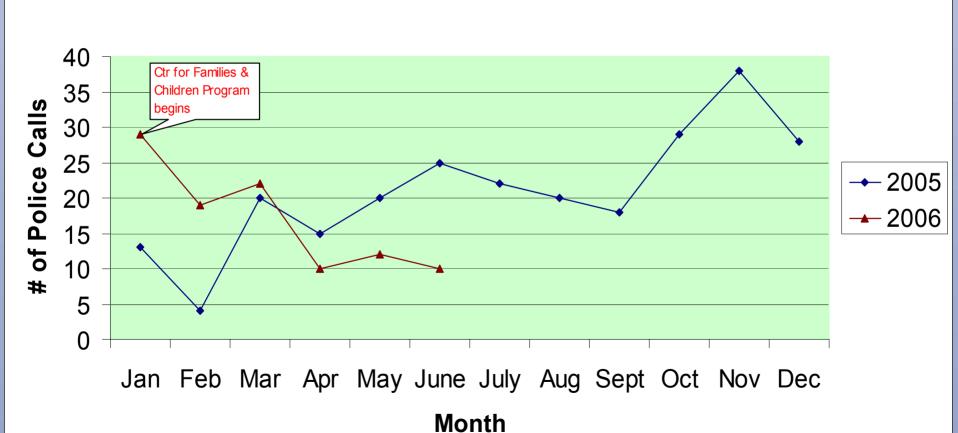
National Church Residences data

RESIDENT COST SAVINGS

	Individual Savings per Resident	Group Savings per Resident	Total Resident Savings
October-05	\$202.52	38.15	\$240.67
November-05	\$193.17	41.15	\$234.32
December-05	\$205.02	36.78	\$241.80
January-06	\$246.09	49.89	\$295.98
February-06	\$244.70	55.58	\$300.28
March-06	\$223.48	50.04	\$273.52
All Months (Average)	\$219.16	45.265	\$264.43

Example: Family Property





Cost Savings Example-Elderly Property

- Apartment turnover & apartment damage
- SC actions for reducing 49 apt turnover/damage-4 month period
 - Advocacy
 - Case management
 - Crisis intervention
 - Agency referral

RESULTS: \$112,502

AASC Public Policy



Proposed FY2009 Budget for Service Coordinators

- Federally Assisted
 - \$100 million increase over FY08 of \$60 mil
 - Most funds will be to extend existing contracts
- \$85 million for Service Coordinators as a separate add-on in PH Operating Fund
 - Not as set aside
 - Fully fund Operating and Capital Funds
 - Expand eligibility to all PHAs
- \$55 million for ROSS
- \$85 million for HCV/FSS
- Strengthen Federal Interagency Collaboration

Emerging Trends



Emerging Trends

- SC 'service' in new elderly housing options
- Educational Expectations
- HHS Directives
- Demonstrated role with disasters and emergency preparedness
- Essential role of with empowering residents with civic engagement and mobilizing community resources
- Enhance technology, standardized documentation, cost effective measurements

Service Coordination The future of the SC 'movement'

- We cannot live by 'Bricks & Sticks' alone
- Service Coordination in all affordable housing will be the norm
- Community based service coordination will expand and be location driven
- QA oversight & outcome measures required
- College level SC opportunities

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